

## LEADERSHIP DEFINED →

Leadership education is about learning how to effectively handle complex, human challenges that often mean the difference between success and failure. Engineers are taught to think analytically and systematically. Leadership skills build on these strengths to make you a more effective engineer. More than just important, they are critical.

## A TORAH VIEW OF LEADERSHIP →

(in Judaism) the law of God as revealed to Moses and recorded in the first five books of the Hebrew scriptures (the Pentateuch). The meaning of the word is therefore "teaching", "doctrine", or "instruction"; the commonly accepted "law" gives a wrong impression.

i.e.

Build a vision and mission for yourself and your organization

Work more effectively in teams

Increase your awareness of others and use interpersonal skills

Contribute your best in any situation

Turn empathy into impact

Uncover the strengths of team members and inspire them to common purpose

## THE OUTREACH WORKER →

Outreach Workers are an organization's point of contact with the community it serves. They're typically employed by nonprofit organizations that provide a service to a certain group of people. Outreach workers can either work for governmental non-profit agencies or private non-profit agencies. They can work in many niches within the nonprofit industry. Outreach workers are employed by nonprofits that work with at risk youth, the poor, the unemployed, veterans and any other group in need of assistance.

The role of Outreach Worker is an entry-level position in the Social Services industry. While some employers will hire candidates with a high school diploma, many employers prefer candidates with at least an Associates degree in Social Science or Communications. According to the National Bureau of Labor Statistics, demand for Outreach Workers is set to increase 11 percent through 2024.

### Outreach Worker Duties and Responsibilities

The specific duties of Outreach Workers vary slightly depending on the target group of their organization. Outreach Workers who work in healthcare deal with the sick, while Outreach Workers who work with a youth organization deal with children in who live in undesirable environments. With that being said, here are the core Outreach Worker duties that are performed in all sub -industries.

- i. Maintain Pipeline of Qualified Candidates -- Similar to Recruiters sourcing candidates for job openings, Outreach Workers are responsible for maintaining a pipeline of candidates to fill the particular quota of their program. Securing funds depends on generating results, and generating results depends on a healthy stream of program participants.
- ii. Contact Potential Program Candidates -- This is where Outreach Workers rely on their communication skills. They are responsible for being the organization's point of contact for potential program candidates. Outreach Workers must be well-versed in speaking about the program's benefits.
- iii. Onboard New Program Participants -- Outreach Workers are still involved with candidates who decide to join the program. Onboarding these participants involves helping them fill out paperwork, as introducing them to the other professionals involved with the program.

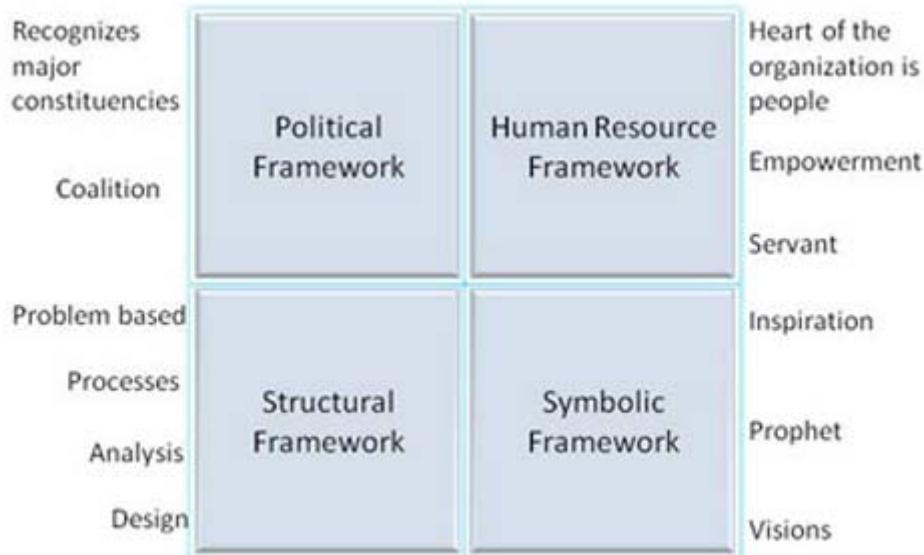
- iv. Maintain Program Participant Log -- Outreach Workers are responsible for maintaining a log of all of the people they contact. This is a clerical task that involves basic computer skills, as well as proficiency with spreadsheet software.
- v. Participate in Case Management Meetings -- Outreach Workers are often part of a larger case team that involves Social Workers, Case Managers and other members of the organization. They have to attend these meetings and be an active participant.

**Outreach Worker Skills** -- Outreach Workers spend most of their time communicating, so communication skills are a must. Those who succeed in this position truly enjoy having conversations. Outreach Workers must also be able to maintain a consistently positive and upbeat demeanor. Even though no money exchanges hands, they are essentially the “ salespeople ” of a non-profit organization. They instead get potential participants to opt-in to their organization’s services. Outreach workers have to be socially aware and have an above average perceptiveness to best understand the unique situation of each participant.

The following skills were featured the most in our analysis of dozens of Outreach Worker job descriptions.

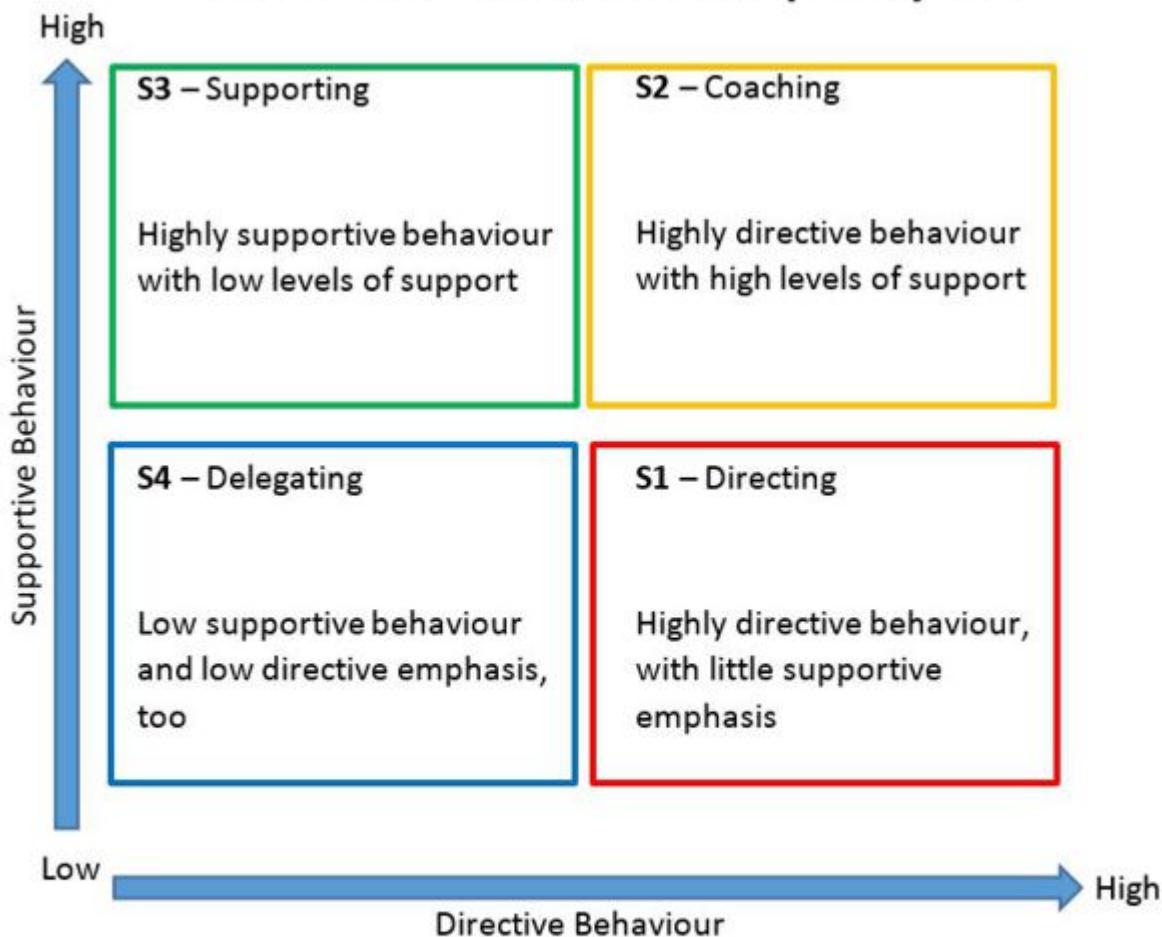
- i. Written and Verbal Communication Skills: Most of an Outreach Worker’s day is spent communicating. They mostly rely on their verbal communication skills to clearly articulate program benefits to potential participants. They rely on their written communication skills when the outreach process involves writing professional emails.
- ii. Active Listening Skills: Outreach Workers have to be great listeners. They call upon their Active Listening skills to understand the specific situation of each potential candidate, and to recall this information in a follow-up conversation. It is a key skill for building relationships.
- iii. Social Perceptiveness: Most Outreach Workers are employed by programs that deal with people who live in a dangerous environment. They must be socially aware of the socio-economic situation of their area and how it affects their targeted group.
- iv. Interpersonal Skills: Interpersonal skills include things like compassion, positivity and patience. All three of these skills are used daily by Outreach Workers. They call upon their Interpersonal Skills to build authentic relationships with program participants.
- v. Organizational Skills: Outreach Workers have to maintain the program’s pipeline of potential candidates. This takes someone who is highly organized, as it involves using spreadsheet software to keep track of potential candidates and where they are in the recruitment process.

## **FOUR MODELS OF LEADERSHIP →**



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# The Four Leadership Styles



*We all live under the same sky, but we don't all have the same horizon.*

## THE SIXTEEN QUALITIES OF A LEADER →

1. Visible enthusiasm
2. Responsibility
3. Vision
4. Passion for your Project
5. Courage
6. Understanding of how one goes from here to there
7. Willingness to take risks
8. Belief in other people Ability to communicate vision and passion to others
10. Ability to develop a team
11. Handles stress well

- 12. Ability to change
- 13. Good judgment
- 14. Ability to problem-solve
- 15. Creativity
- 16. Humility balanced with Positive Self Image

#### CAN LEADERSHIP BE LEARNED? →

There is a great debate in the business world over whether leadership is natural or whether it can be acquired? Leadership is too big a word, too vague and abstract. This lends itself to an almost mystical labeling of someone as a leader, a dividing of the world into leaders and non-leaders. Everyone has view about leadership is quite different. I expect all of us to be leaders in some sense.

The thing requires **ICE BREAK**.

Students have to make a list of the 10 greatest leaders of the world, those who made the greatest difference,

Leadership as a gift as opposed to an acquisition, earned by hard toil.

Yes it does help if you are naturally a great orator (though anyone can learn how to make a good speech), and it usually does help if you are charismatic. But great leaders, from all over the world have often lacked these things. And what they have all had in common we can all learn and acquire. I do not believe that anyone can become a great leader, or that everyone should even make the attempt. But I do believe that the short list above is more accessible to us than we imagine.

*The reward for work well done is the opportunity to do more.*

#### LEADERSHIP STYLES →

The Charismatic Leader:

Leaders by Consensus:

Leaders from the bottom up:

Leaders by both choice and necessity:

*Some people are more talented than others. Some are more educationally privileged than others. But we all have the capacity to be great. Greatness comes with recognizing that your potential is limited only by how you choose, how you use your freedom, how resolute you are in short, by your attitude. And we are all free to choose our attitude.*

#### LEADERSHIP AND MANAGEMENT →

#### VISIONS, GOALS (Mission) AND STRATEGIES →

Read Vision Statement & Mission statement of different corporate and organizations.

## FOUR BASIC QUESTIONS TO GET STARTED →

1. Where are you now?
2. Where do you want to get to?
3. How do you propose to get from here to there?
4. Who do you want to join you in this endeavor?

## UNDERSTANDING YOUR COMMUNITY →

You cannot get going on visions and goals until you have basic information about the community (we can also say here environment / people and situation surrounding you) you are working in.

Consider the following variables:

- A) Demographics:
- B) Quality of local professional
- C) Quality of local lay leadership.
- D) Your mandate. Are those hiring you and paying you giving you their full support to achieve your vision for this town? Or do they have a different idea of what should be done?
- E) Financial viability and stability
- F) Reputation of the organization
- G) Quantity and quality of cultural values
- H) Availability and operativeness of key institutions and facilities
- I) General assessment of the team potential of the Organization.

## MISSION STATEMENT →

## GOALS →

## STRATEGY →

## CRITERIA FOR SUCCESS →

- The Market Standard
- Quality vs. Quantity
- How unique is the Population
- Your Unique Aptitude
- Measured against Assimilation (Absorption/Incorporation/Digestion/Adjustment)
- Ensuring a Long-Term
- Translating Short-Term into Medium and Long- Term Goals

## FEEDBACK MECHANISMS →

## EVALUATIONS →

## STAY FOCUSED & ENERGIZED →

## THE CREATIVITY THING - CHANGE AND RESISTANCE TO CHANGE →

*A wise man will make more opportunities than he finds.*

## THE PROACTIVE – REACTIVE INTERFACE →

In order to achieve your full potential as a leader, you have, to be proactive to some degree. Proactive means that you are in charge and that you are not merely responding to events: It means that you are initiating activities and anticipating situations and problems and effectively preparing for them before they occur. Reactive means that you are spending your whole day responding to things. Events seem to control you, to present themselves to you and to occupy all of your time.



Dr

# Are you reactive or proactive?

This used to be enough to **SURVIVE** - but not any more!

This is where you need to be to **THRIVE** today!

ATTRIBUTE	REACTIVE	PROACTIVE
Attitude toward learning	"I know enough. I'm done with learning new things"	Constantly cultivating new knowledge and skills
Attitude toward change	"I hate change - it's always taking something from me"	Accept it as a constant; embrace it
Attitude toward creativity	"I don't see the need for it. My ideas always get rejected"	View it as an essential skill for success
Mission	"I'm doing this job to pay the bills"	"I'm doing this job to make a difference"
Attitude toward the future	Indifferent or fearful	Hopeful and expectant
Mindset at work	Doing what they're told - but no more; wait for orders	Entrepreneurial, looking for improvement, opportunity
How does senior management view them?	Expendable, replaceable cogs in a machine	Unique, irreplaceable, indispensable
Employability	Questionable - order takers don't fare as well today	Excellent - always in demand

TIME MANAGEMENT AS A FUNCTION OF LEADERSHIP RATHER THAN MANAGEMENT →

**ACTION AT THE TOP – THE DYNAMICS OF INTERDEPENDENT LEADERSHIP DELEGATION →**

- i. GET OUT OF THE WAY, STOP MANAGING AND START SERVING & LEADING
- ii. WHO WORKS FOR WHOM?
- iii. NURTURING MANAGERS
- iv. FEEL SECURE

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